

OPERATIONS COORDINATOR

Exhibit “A” Duties of Employee

JOB PURPOSE:

The Operations Coordinator plays a vital role in ensuring the church operates with excellence, clarity, and care. This role supports the Executive Director of Operations by managing key administrative, HR, financial, and communication systems that help our ministries function smoothly. As the first point of contact for the church office, the Operations Coordinator helps route inquiries, support ministry teams with infrastructure needs, and uphold consistent operational rhythms across departments. The ideal candidate is highly organized, detail-driven, and tech-savvy - leveraging systems and tools to streamline processes, strengthen staff support, and keep the church guest-ready and ministry-effective every day.

TOP ROLES:

- **Support the Executive Director of Operations**
- **Assist in overseeing the church’s administrative functions**
- **Manage HR Processes and Office Infrastructure**
- **Assist with Financial Administration**

TOP ROLES & RESPONSIBILITIES

1. Support the Executive Director of Operations and Leadership Functions

- Provide administrative support to ensure leadership efficiency.
- Gather and enter weekly scorecard data for leadership meetings.
- Prepare and update weekly L10 meeting agendas and supporting materials.
- Support special projects and event logistics when needed.

2. Manage HR Processes and Staff Administration

- Maintain HR systems and workflows to support staff onboarding, updates, and compliance requirements.
- Support onboarding, offboarding, and HR documentation.
- Maintain and update the Employee Handbook and internal policies.
- Ensure accurate and secure record-keeping of employee information.

3. Oversee Church Office & Communications Infrastructure

- Serve as the primary point of contact for the church office, managing emails and incoming calls.
- Route inquiries to appropriate ministries or departments.
- Oversee general office administration, including vendor coordination and supply management.
- Maintain a welcoming and well-functioning office environment.

4. Support IT Systems and Staff Technology

- Oversee technology setup and maintenance (hardware and software) for staff.
- Train staff on key systems and platforms (e.g., Planning Center, Divvy, Gusto, Slack).
- Troubleshoot tech issues and coordinate with external IT support.

5. Assist with Financial Administration

- Support finance-related administrative tasks (e.g., processing Divvy transactions and budget adjustments).
- Oversee giving-related reporting and data management.
- Ensure accurate financial record-keeping and adherence to procedures.

6. Strengthen and Streamline Operational Processes

- Build and maintain efficient workflows for office, HR, and finance functions.
- Document and update SOPs for recurring tasks and operational rhythms.
- Help ministries implement administrative systems and infrastructure solutions aligned with church-wide standards.

QUALIFICATIONS:

- Strong organizational and multitasking abilities.
- Proficiency in, Excel, Google Workspace, Quickbooks, Slack, Notion, Planning Center, office technology, automation tools, and administrative software.
- Excellent verbal and written communication skills.
- Flexible and able to multitask; able to work in a fast paced environment with a level head and attention to detail.
- Possess personal qualities of integrity, credibility, good judgment, teamwork, and commitment to the overall mission of the church.
- Experience in HR processes and office administration is preferred.

PHYSICAL DEMANDS

The physical demands described here are representative of those required to successfully perform the essential functions of this role. While the majority of responsibilities are desk-based and administrative in nature, the role may occasionally involve moving throughout the church campus to support meetings, events, or facility needs. This may include light lifting (e.g., office supplies or event materials), setting up workstations or meeting rooms, and being present in both office and ministry environments.

The ability to sit or stand for extended periods, engage in frequent computer work, and occasionally assist with hands-on operational tasks is expected. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

QUALIFICATIONS SUMMARY:

Organized and proactive, attentive to detail, confident and people-minded. Effective at managing time and prioritizing tasks with excellence and efficiency. Possesses a driven and team-oriented mindset, enthusiastic about supporting church operations. Able to take initiative and maintain a friendly, helpful presence.

REFERENCES: Must be able to provide references upon request.

Exhibit “B”

Compensation and Benefits

Status: Full Time; Salaried

Company benefits: Unlimited Approved PTO

Working Days: Sunday through Thursday, with some additional requirements for events and services

Hours Per Day: Estimated 7-8 hours with the goal of a 40-hour workweek

Reports to: Executive Director of Operations

Compensation: Annually, paid out in a bi-weekly payroll format.

Start Date: